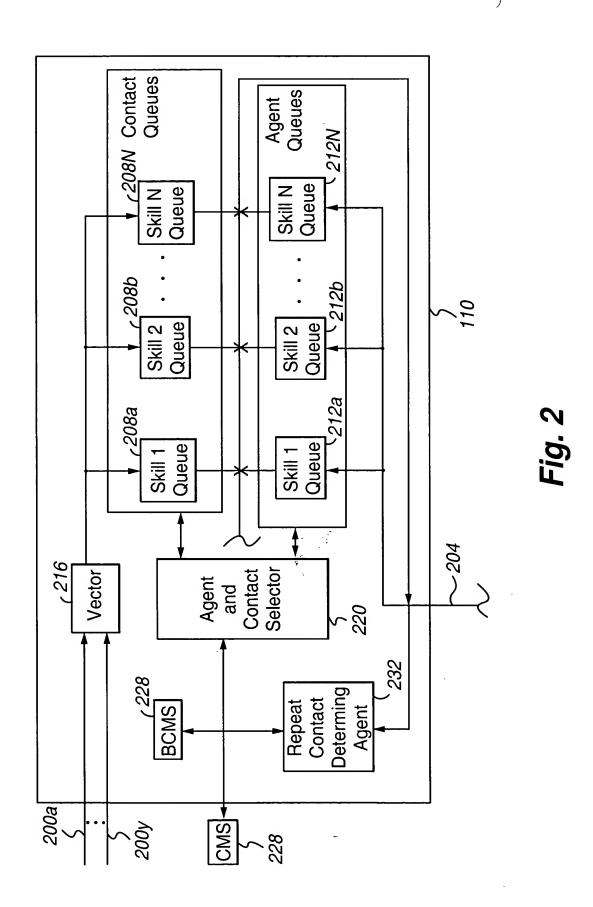
Serial No. Not Yet Assigned Docket No. 4366-140 Attorney: Douglas W. Swartz Telephone: 303/863-9700 Sheet 1 of 4 sheets 134-1 Communication Communication Interactive Response Database Device Device Agent Agent Voice Servers Server Voice Other Unit Mail 122 134-N. 126 114 Communication 146 130 Device 138-M Agent Gateway Server Switch 58 100 Communication 152 Device Agent 138-1 Packet-Switched Network 162 150 Switched Network Circuit 154 Gateway **Telecommunication Telecommunication** 180 Device Device 174

Title of Invention: "TRACKING AND ACTING ON ONE AND DONE" Inventor's Name: KIEFHABER et al.

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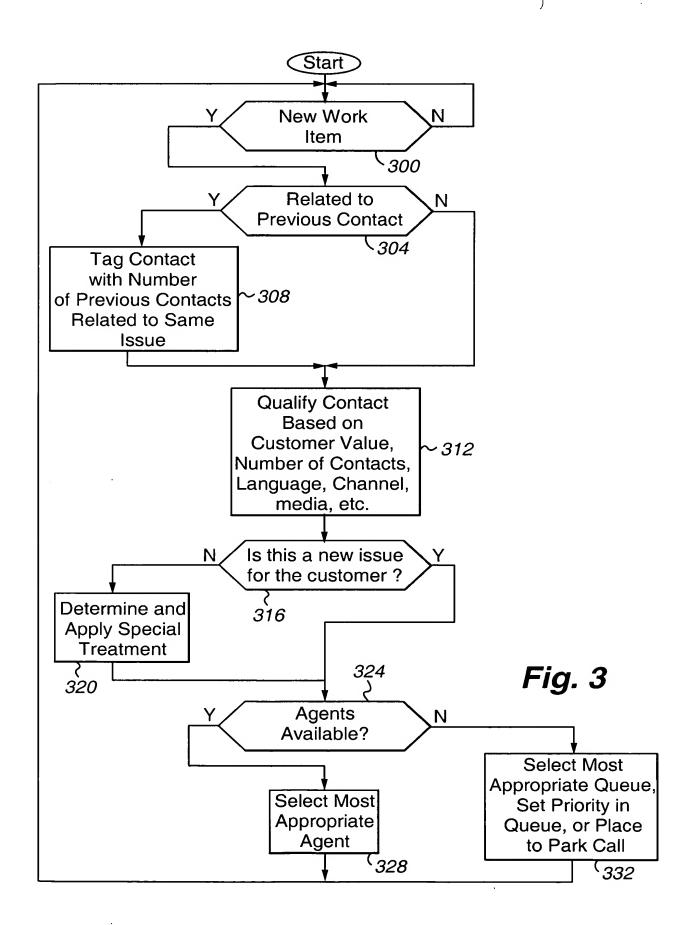
Sheet 2 of 4 sheets



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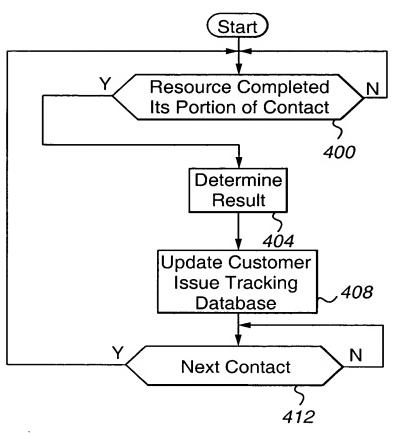


Fig. 4